

## Administrative Vendor - Performance Report September 2008

<b>Access for Infants and Mothers Program Performance Standard</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Completeness determination of applications within three (3) business days after receipt from SPE.	<b>99%</b>	100%	1,247 out of 1,247 applications
Data transmissions to participating plans ten (10) calendar days prior to subscriber's effective date of coverage (Mothers only).	<b>99%</b>	99.8%	887 out of 889 data transmissions
AIM Members-Only Toll-free line (1-800-433-2611) Line busy rate.	<b>3%</b>	0%	0 blocked out of 13,145 calls attempted*
AIM Members-Only Toll-free line (1-800-433-2611) Line abandon rate.	<b>3%</b>	0.9%	124 abandoned calls out of 13,145 incoming calls*
AIM Members-Only Toll-free line (1-800-433-2611) Seconds to live voice.	<b>85% in 25 seconds</b>	88.8%	10,176 calls answered in 25 seconds out of 11,519 calls answered*
AIM Members-Only Toll-free line (1-800-433-2611) Voice mail calls returned within two (2) business days	<b>100%</b>	100%	9 returned in 2 days out of 9 total voice mails

\*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.

## Administrative Vendor - Quality and Accuracy Performance Report August 2008

<b>Access for Infants and Mothers Quality and Accuracy Standard</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions (of random sample)</b>
Accuracy of eligibility determinations for Access for Infants and Mothers (AIM) applications.	<b>98%</b>	98.9%	346 applications with correct eligibility determinations out of 350 AIM applications

All Quality and Accuracy Standards are based on a monthly random sample and the performance level is based on the numeric values indicated in the data description. Reporting will be two months in arrears due to necessary processing and evaluation period for monthly random samples.